

Remarks

The claims have been directed to the embodiments of the invention described at page 13, line 4 to page 14, line 4 comprising the embodiment of a 'follow me' service for a user having multiple telephony enabled apparatuses which the user wishes to have calls directed to during respective time periods (ranges) and to the embodiment of a call center arrangement where a user initiating a call to one of a plurality of different agents at one or more contact centers has his/her call established with an appropriate one of said agents dependent on a time range associated with that agent or that agent's contact center.

For the first embodiment, the advantage is that a user can, through a single mechanism (the URI sent to the web server), control to which of his/her many telephony devices incoming calls are directed without requiring any action on the part of the caller. In the case of the second embodiment, the advantage is that part of the call-routing is carried out in a distributed manner (e.g. through a user device's web browser), reducing the overhead on any contact-centre routing application.

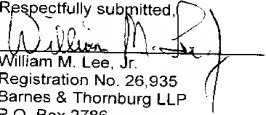
It is submitted that none of the prior art of record disclose or suggest the arrangement defined by any of the independent claims.

Given the amendment made, which would not be entered after a final rejection, a request for continued examination is also being filed.

In view of the foregoing, it is respectfully submitted that this application is now in condition for allowance, and such action is solicited.

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Respectfully submitted,



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